TS50131-3:2003
EN50131-1
PD6662:2004
Security Grade 2
Environmental Class 2

TS50131-3:2003
EN50131-1
PD6662:2004
Security Grade 3
Environmental Class 2

# EURO ONE & EURO ONEplus

# User Manual

For use with end station 28, MSX 44
MSX 76, MSX 280 software:
**Version 6.00 or above**

CASTLE care-tech

RINS1020-6

# ONE & ONEplus

## You've Made the Right Choice

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Note the specification of Euro-MERiDIAN ONE and ONE plus panels may vary between models, and some facilities in the manual may not be available. Check with your installer for full details. This equipment may be used in systems installed to a lower grade, which will be agreed with your installation company. There are no user serviceable parts contained in this product.

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# You've Made the Right Choice

Using your *Euro*-MERiDIAN Alarm System just couldn't be easier!

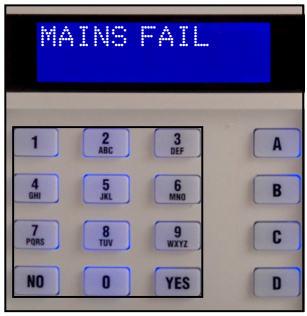
**This is the Keypad from where you control your Alarm System***

**Note:**

For your security, the keypad becomes disabled for 90 seconds after 30 incorrect key-presses, or after 6 attempts to present invalid tags. It will subsequently be disabled again after 7 further incorrect key-presses or after another invalid tag is presented. Once a correct code or tag has been registered, the keypad is returned to normal operation.

*Please note that Keypad design may differ from that shown.

## The Euro Keypad




The display gives you any important messages. It will alert you if you need to call your alarm installation engineer.

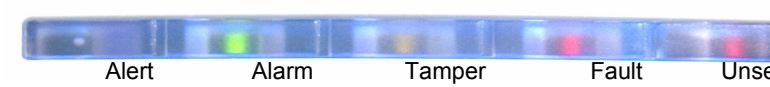
The 10 digit numeric keypad is where you use your PIN code.

The **A B C D** keys help simplify use, and will illuminate to highlight your choice of security cover, or flash if there is a problem.

This is where you present your **Tag**.

# Warning Indications

All setting points (Keypads or Tag Readers) have lamps to clearly indicate what is happening.




The **'Alert'** lamp will flash if there is information available to you. Enter your code to see the information. After a code has been entered, one of the following lamps will light: Alarm, tamper or fault. The relevant detail of the problem will be shown on the display. To clear the display, press the 'Yes' key (or the display will clear automatically after 3 minutes.)

The **'Alarm'** lamp will flash after code entry if an alarm occurs.

The **'Tamper'** lamp will flash after code entry if the wiring or equipment is tampered with.

The **'Fault'** lamp will light after code entry to indicate if a technical fault occurs.

The **'Unset'** lamp will light for 5 seconds if the panel is completely Unset (steady) or if some areas remain Set (flashing). It will also light during the setting procedure, going off once set.

## Using Tags

*Euro*-MERiDIAN's High Security Proximity Tag (or Card) will set or unset your Alarm system with the minimum of fuss or complexity.

The Tag contains NO batteries and is completely maintenance free.

Just touch the Tag to the fascia below the logo to use.

The Keypad will BEEP to acknowledge the TAG.

## Security Checks

**Before you set your system:**
You must ensure all doors and windows are securely closed and any pets or people are excluded from areas protected by movement sensors.

| Close Windows |
|---|

| Close Doors |
|---|

| Exclude Pets & People |
|---|

## Leaving the Building

If you are leaving the building, go to Keypad and key in your PIN code, or present your Tag.

Exit tone Starts

The appropriate area (ABCD) keys will illuminate.
(If flexi-set is enabled you will be able to choose which areas you set, see page 19)

### Leave by agreed Exit Route

If your exit is timed, you will see the above screen.

If you use a Push-to-Set button, or final-door-set, you will see the screen below.

### Close and Lock the Final Exit Door

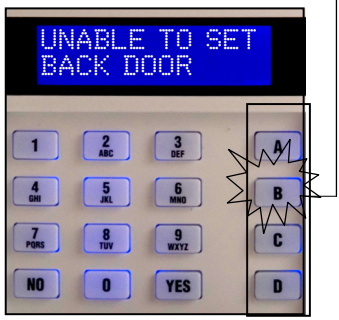
Finally, press the 'Push to Set' button (if fitted) that is mounted externally by the final exit door.

Exit tone will cease

**Euro-MERiDIAN is now SET**

## Faults when you Switch On

If when you key in your PIN code (or present your Tag) a warning tone sounds and the **fault** lamp comes on, the keypad display will show the nature of the problem.




An appropriate **A B C D** key will flash to indicate within which area the fault exists.

The tone will cease after about 10 seconds.

Press the NO key

The system will remain unset, so you can resolve the problem.

For example, you may have left a door open, if so, close the door.

Now commence the setting procedure again.

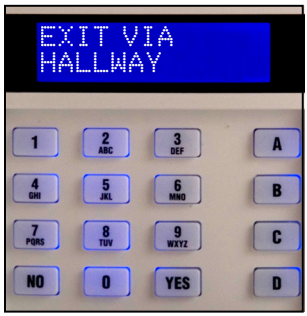
## Faults when Leaving the Building

If when you have closed the final exit door (and pushed the **'Push to Set'** button *if fitted*), the exit tone continues to sound an interrupted tone…

"beep – beep – beep – "

You have probably left a protected door on the exit route open.

Return to the keypad and note the message on the display.




Stop the setting procedure with your PIN code, or Tag.

| Close the open door |
|---|

Now commence the setting procedure again (see page 7).

## Entering the Building

To enter the building you **must** use the agreed entry route and go straight to the keypad.

Entry tone will be sounding

"beep – beep – beep –"

Key in your PIN code, or present your Tag.

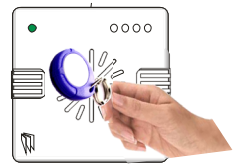
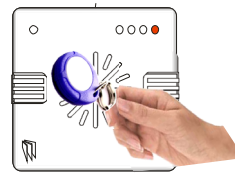
Entry tone will cease

To indicate that the system has unset, the unset lamp will illuminate for five seconds.

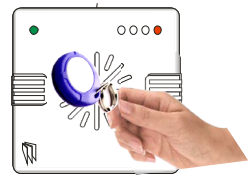
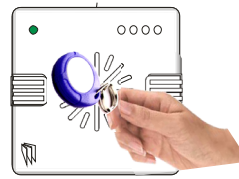
**Euro-MERiDIAN is now UNSET**

# Using an External Proximity Reader

## Setting the Euro One with the Proximity Reader

| Action | Visual | Sequence |
|---|---|---|
| Present a valid tag to the reader and then remove it. |  | The **GREEN** LED will come on |
| Present the same tag to the reader, and then remove it. The exit time will start on the control panel. |  | The **RED** LED may be programmed to illuminate under certain actions (for example when the system is armed) |

## Unsetting the Euro One with the Proximity Reader

| Action | Visual | Sequence |
|---|---|---|
| Present a valid tag to the reader and then remove it. |  | The **GREEN** LED or **RED** LED (if programmed) will be displayed |
| Present the same tag to the reader, and then remove it. The exit time will start on the control panel. |  | The **RED** LED will extinguish, and after 25 seconds the **GREEN** LED will extinguish. |

## Part Setting the System

### **Intelligent Set** (if programmed)

**This function needs enabling by your installing company**

If you wish to set *Euro*-MERiDIAN and stay in the building (eg set the alarm at night), the Euro-MERiDIAN's intelligent operating system will realise which level of security you require and will set only part of the system.

**You will NOT need to press a Push-to-Set button if you set only part of a system.**

If intelligent set is not installed on your system, you may part set the system as described on Pages 18-19.

# Using an External Proximity Reader

## Intelligent Set

To Part Set *Euro*-MERiDIAN go to the keypad and enter your PIN code or present your Tag.

The appropriate **A B C D** keys will illuminate

Exit tone will start

Leave the protected area and retire to the un-protected area (eg upstairs).

Euro-MERiDIAN will detect you have gone upstairs and set the appropriate areas accordingly.

After a preset time the exit tone will cease.

**Euro-MERiDIAN is now Part Set**

When Problems Arise, Just Key in your PIN Code or present your

## Silencing Alarms

If an Alarm tone sounds, the Alert lamp will flash:

Just key in your PIN code or Present your Tag.

The Alarm will stop sounding

The display will indicate the problem.

Press the **'YES'** Key

Euro-MERiDIAN will advise you on any action that is needed. If the 'Alert' LED indication remains lit, there is additional information available. Enter your PIN or present your Tag to view.

# Engineer Reset

When an alarm has been cancelled and the Police have been notified by the Alarm Receiving Centre, you will see the following screen when you try to use the system.

It is usually necessary for an engineer from your installation company to check the installation and reset the system for further use. **But if you have caused the alarm in error** your Alarm Receiving Centre or Alarm Installation Company may permit you to reset the system without an engineer present.

You will be required to quote a 6-digit code by telephone (advise them that the system is a Castle Euro-MERiDIAN). You will then be given a special code which will reset the system **for that one occasion only.**

**Press 'NO'**

Enter the anti-code given to you by your installation company.

You alarm in now restored and ready to use.

This 6-digit code is also displayed in the 'user menu' – see page 46.

## Automatic Inhibit

Euro-MERiDIAN is designed to automatically disable certain functionality. The factory default settings are as shown below:

| | |
|---|---|
| **Intruder Alarm Signal** | After 3* unconfirmed alarms in the same area or 1 confirmed alarm. |
| **Tamper Alarm Signal** | After 3* unconfirmed alarms in the same area or 1 confirmed alarm. |
| **Keypad** | After 30 keypresses without entering a valid code, keys are disabled for 90 seconds. After reinstatement, this will be repeated after each 7 keypresses until a valid code is entered. |
| **Tag Reader** (or Tag at a keypad) | After 6 presentations of an invalid tag, the reader will be disabled for 90 seconds. After reinstatement, this will be repeated for each invalid tag until a valid tag is used. |

* This figure is programmable by the installing company

## The A B C D Keys

Sometimes your security needs will be a little more complex and you will need to use the **A B C D** keys.

Your Installer can also give names to all four of the **A B C D** areas, so that you can easily identify them.

For example:

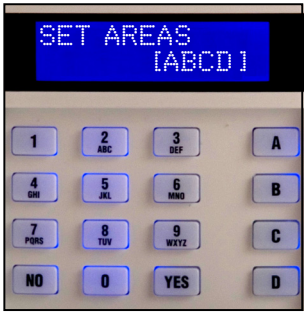
| | | |
|---|---|---|
| **A**=Reception | *or* | **A**ll Set |
| **B**=Warehouse | | **B**edtime Set |
| **C**=Office | | **C**at in Lounge |
| **D**=Storeroom | | **D**og in Study |

In addition, names can be given to the whole system

'ALL AREAS'

These will be displayed when setting the system.

## Codes with Flexi-Set




For greater flexibility in setting parts of your system, you can make a choice at the keypad.

Key in your PIN code or present your Tag.

If you do not wish to set all the areas assigned to your code/Tag, simply select the areas you wish to Set by pressing the relevant **A B C D** key(s).

To change your mind, press the relevant A B C D key(s) again.

Press the Yes key to accept

Setting areas will now be displayed, with the corresponding area keys being lit.

***Euro*-MERiDIAN will now Set the selected areas.**

## Flexi-UnSet

When *Euro*-MERiDIAN is already set and you wish to unset:

Key in your PIN code or present your **Tag.**

### If entry timer has started:

All areas for which the Tag or PIN is valid will be Unset. Any areas set for which the code is not valid will remain set, eg if A and B are set:

If an **'A'** Tag is presented, only area A will be unset.
If an **'A B'** Tag is presented, both A & B will be unset.
An **'A B C'** Tag will unset A & B, leaving C unset.

### If entry timer is not running:

You will be asked if you wish to set any areas currently not set. Press '**YES**' to do so, or press '**NO**' to unset the system.

If there are NO areas set for which the code is valid, the system will SET as described on page 19.

**Note:** Your alarm installing company may have programmed keypads to set and unset certain areas only.

## Flexi-UnSet

**This function needs enabling by your installing company**

If your codes have been set up with Flexi-Unset enabled, you will always have a choice of what areas you would like to set or unset, regardless of whether the entry timer is running or not – providing you have a code valid for the relevant areas.

This function can only be enabled by your alarm installing company, and will not be permitted if your system is designed to comply with clause 6.4.5 of DD243:2004.

## The Chime Facility

The **'C'** key can be used to select the **'chime'** facility while the system is Unset.

For example, you may wish to be alerted if someone enters through a particular door during the day.

Simply press the **'C'** key.

The display will show a **'C'**

Now if the door opens you will be alerted by the **'chime'** tone.

To cancel the 'Chime' function, simply press **'C'** again.

**This function needs enabling by your installing company**

**Note:** This is only operative on detectors programmed for this purpose. If multiple detectors are programmed to permit this, the sounder will not distinguish between them.

# Deliberately omitting an Input when leaving the Building

In a domestic setting you may wish to ignore a window you have deliberately left open in the summer time. There may be another fault on the system which you want to ignore when you set the system.

Enter your PIN code or present your Tag.

The display will ask if you wish to set with the fault.

To omit the fault, Press 'YES' (or 'NO' if you don't!)

The system will then set as normal.

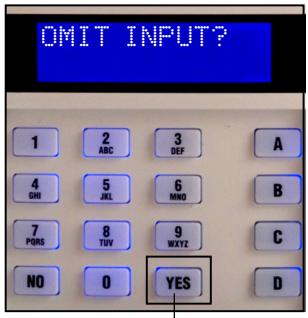
The fault will be omitted for this one arming period only.

**This function needs enabling by your installing company**

**NOTE**

Only doors or windows already open can be omitted in this way.
The system may be programmed to be able to set with certain types of fault (eg mains fail) but not others (eg telephone line fault).

# Deliberately omitting an Input when leaving the Building




At some time you may wish to isolate a detector if a room is occupied.

Enter your PIN code or **Tag**.

While the exit tone is sounding press the **'YES'** key.

When the **'OMIT INPUT'** menu is displayed:

Key in the number of the zone you wish to omit and press **'YES'**.
*(Always use a leading zero, eg 02 is input 2. On larger systems 002 is input 2)*

**This function needs enabling by your installing company**

If it has been accepted it will be displayed on the screen.

Repeat for any other zones that need to be omitted.

**After 10 seconds Euro-MERiDIAN will begin to set These zones will be omitted for this one period only.**

## Keypad Hold-Up

If you ever need to summon personal assistance in an emergency, *Euro*-MERiDIAN allows you to do so.

Simply press the **'1'** and **'7'** keys at the same time.

To reset:
Enter you PIN code or present your **Tag**.

**This function needs enabling by your installing company**

**Note**

This facility is only available if it has been enabled by your alarm installer. 2-Key PA and any duress codes programmed on the system by your engineer are not permitted to send a signal to the Alarm Receiving Centre under police regulations in England, Wales or Northern Ireland.

# Manager Menu

To enter Manager Menu, press '**D**' and then key in your code or present your Tag. The screen will display any relevant information; simply press '**No**' to move into Manager Menu.

We recommend that your system is fully disarmed to use Manager Menu functions.

# Manager Menu

The manager menu is accessed by pressing 'D' and then keying in your **Manager** PIN code.

You then have a choice of:

Set Date & Time? (see page 29)
Omit Inputs? (see page 30)
Change Code(s)? * (see page 31)
Review Logs? * (see page 36)
Phone Book? (see page 38)
Walk Test? * (see page 39)
Siren Test? * (see page 40)
Test CHC Communications? (see page 41)
Dial Out Menu? * (see page 42)
Allow Engineer Menu? * (see page 44)
Block Remote Set? (see page 45)
Block UDL? (see page 46)
Enter Anti-Code?* (see page 47)
Exit Manager Menu? (see page 49)

* These features can also be accessed with a standard user code.

Pressing the **'NO'** key will take you from one Menu to the next (as well as **'Escaping'** from within a menu). Pressing the **'YES'** key will take you into a menu (as well as **'Accepting'** a choice within a menu).

## Manager Menu

Press ‘D’ and key in your Manager PIN code or user code.

The first Menu choice asks you if you wish to **‘Set Date & Time?’**

If you wish to enter the menu, press **‘YES’**. But if you wish to move on to other Manager Menu items press **‘NO’**.

The USER MENU is similar to the manager menu, with some choices unavailable (see page 27).

## Set Date and Time

Press **'NO'** to move to next menu.

Press **'YES'**
*(Press **'NO'** to move to the next menu)*

Enter Year (eg 06=2006)

Press **'YES'**

Enter Month

Press **'YES'**

Enter Day

Press **'YES'**

Enter Hours (24 hour clock)

Press **'YES'**

Enter Minutes

Press **'YES'**

To go to the next menu, press **'NO'** again.

Press **'YES'**
(Press 'NO' to move to the next Menu)

## Omit Inputs

Some of your doors may rarely be used. Opening them, even with *Euro*-MERiDIAN Unset, may be designed to cause an alarm. If you need to open these doors you can omit them from the system as shown below.

(Only zones of 'tamper' and 'day alarm' type can be omitted this way, as set up by your alarm installing company).

Enter the input number you wish to omit.

Press 'YES'

To reinstate inputs simply key in the number again.

Press 'No' when your selection is complete

**Note**

Inputs omitted while **'UNSET'** will NOT be omitted when you **'SET'** the system.

*See page 24 for more information on omitting inputs.*

# Changing or Adding PIN Codes or Tags

**A record should be kept as shown on Page 51**

Press **'YES'**

*(Press 'NO' to move to the next Menu)*

Press **'YES'**

*(Press 'NO' to programme the **Master Manager Code**)*

Turn to the next page to continue to programme user codes.

Press **'YES'**

*(Press 'NO' to move to the next menu)*

The Master Manager Code can only be changed by the Master Manager.

Turn to the next page to continue to programme the Master Manager Code.

## Changing or Adding PIN Codes or Tags

*Euro*-MERiDIAN identifies each user by a different **'User Number'**. Eg 'John' would be user **01** – 'Jane' would be user **02** etc.

Now key in the **'User Number'** whose PIN code/Tag you wish to add or change.

Press **'YES'**

Key in the new **4,5 or 6 digit PIN code** you require *or* **present the new Tag.**

To delete a code or Tag press **'C'**.

Press **'YES'**

Euro-MERiDIAN will **not** allow you to programme in codes that are already in use by the system. Standard users can only edit their own code.
Managers can only programme new users with access to the same areas as he/she has access.

Note: 'EN Grade 3' alarm systems will only accept 5 or 6 digit codes, or tags

## Changing or Adding PIN Codes or Tags

Choose the level of authority the code-holder is allowed.

User – **cannot** access Manager Menu.
Manager – **can** use Manager Menu.
(Use **'B & D'** keys to make your choice).

Press **'YES'**

Using the **A B C D** keys, choose the areas you wish to be controlled by the code-holder.
(Managers may not give other users access to areas he himself cannot access)

Press **'YES'**

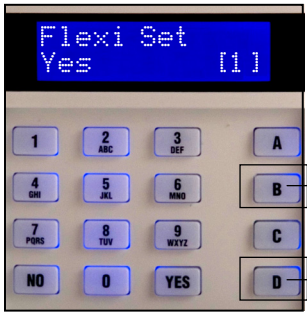
Choose the limits you wish to place on the code-holders actions. Set & Unset, Set only, Unset only, choose 'None' if the Tag is **only** for Access or Ward control.
(Use **'B & D'** keys to make your choice)

Press **'YES'**

# Changing or Adding PIN Codes or Tags

Flexi-Set gives you the opportunity to choose the areas you require to set when you use your PIN code or Tag.

If you do not choose Flexi-Set your Code/Tag will simply set the areas assigned without offering you the opportunity to choose.




For simplicity of use, choose **'NO'**

(Make your choice with the 'B' and 'D' keys)

Press **'YES'**

Systems installed to Grade 2 requirements must have 10,000 code differs.
Systems installed to Grade 3 requirements have must 100,000 code differs.
Tags have 2.8 thousand billion differs [$16^{12}$].
There are no disallowed codes.

## Changing or Adding PIN Codes or Tags

Using the numeric keys, you can enter a user name, similar to typing a text message on a mobile phone. Use '0' key for space.

The **A B C D** keys on the keypad are used as follows:

**'A'** – capital letters
**'B'** – moves cursor left
**'C'** – Clears Character, creates a space
**'D'** – Cursor moves right

eg to write 'Ben' simply press the
**'2'** key twice
**'A'** key for capital
**'D'** move cursor right
**'3'** key twice
**'D'** move cursor right
**'6'** key twice

Press **'Yes'**

When you have finished and wish to go to the next menu, press **'NO'**.

## Review History Log

Press **'YES'**

*(Press 'NO' to move to the next menu)*

Press **'YES'**

To advance through the logs:

Press **'D'**

For added information:

Press **'C'**

To move backward to previous events:

Press **'B'**

To stop review:

Press **'NO'**

To move to the next menu, press **'NO'** again.

## Review History Log

If Access Control Facility is in use, a separate log is available dedicated to events using this function.

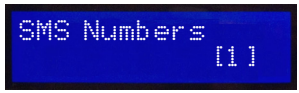
Follow the same procedure as described on page 36, but press **'NO'** to choose between 'PANEL LOG' and 'ACCESS LOG'.

Access Control is available if your panel is fitted with an MSX-44, MSX-76 or MSX-280 card.

## SMS Phone Book

Press **'YES'**

*(Press 'NO' to move to the next Menu)*

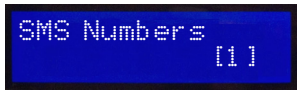



Use the 'D' key to scroll to which SMS telephone number you wish to change (1-4).

Press **'YES'**

Using the numeric keys, type in the new telephone number (do not leave any spaces). You can move the cursor back with the 'B' key and forward with the 'D' key. Use the 'C' key to delete a character.

Press **'YES'**




Select the next mobile telephone number you wish to change, or Press 'NO' to move to the next menu.

## Walk Test

Press **'YES'**

*(Press 'NO' to move to the next Menu)*

Choose the area(s) you wish to test by pressing the appropriate ABCD keys.

Press **'YES'**

All detectors waiting to be tested will scroll in the display.

Walk around the building and trigger all of the detectors.

The system will **'chime'** each time a detector responds.

When all detectors have been activated and are working, the display will show **'Walk Test Completed'.**

To move to the next menu, press **'No'.**

## Testing your Sounders

Press **'YES'**

*(Press 'NO' to move to the next Menu)*

Press **'YES'**

Siren will sound, Strobe will flash

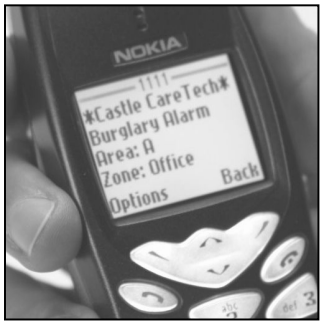
Press **'NO'** to move to next menu.

# Test CHC Communications

**This function needs enabling by your installing company**

Your system may have been configured to send messages to a mobile telephone.

If so, the system will call the appropriate messaging bureau and forward the message to your mobile telephone whenever an even occurs that is important to you.




Message calls are charged at the normal network rate current at the time of the call.
The fee for routine checking is collected automatically via a premium rate number when the *Euro*-MERiDIAN makes its regular authorisation and routing call to the messaging computer.

Should this call fail, the display will show 'CHC Test Fail' until the next time that the call is made successfully (see next page for making test calls to the CHC). This acts as a reminder that SMS Message signalling ***may*** not be operational, but will not interfere with this, or any other aspect of the alarm system.

If you wish to change the information sent to your mobile telephone, or the mobile telephone number, please contact your alarm system installation company.

## Test CHC Communications

**It is recommended that this test is *only* undertaken under the supervision of your alarm installation engineer.**

Press **'NO'** to move to the next menu

*(Press 'YES' to make the test (under the direction of an alarm engineer), the test call will be via a premium rate number)*

If your alarm panel is connected to an internal telephone network (PABX system) which requires a '9' for an outside line, press **'YES'**, otherwise press **'NO'**.

Once test is complete, press **'YES'**.

Please note that all CHC calls are 50p per call.

# Dial Out Menu

Your alarm system may be configured so that you can control the system via a PC. If you wish to continue…

Press **'YES'**

*(Press 'NO' to move to the next menu)*

Use the 'D' key to select the required PC from the list (1-4) and Press 'Yes'.

Use the 'D' key to select the operation you require:

**Data to PC:** View the system history on your PC, where it can be searched and printed.

**Diagnostics:** Sends electrical and diagnostic data to your PC where it can be printed if needed.

Press **'YES'**

*The Euro-One panel does not have options to choose which PC it will dial, it will automatically call PC 1.*

## Allow Engineer Menu

When your alarm installation engineer comes to your premises for a maintenance visit or to correct a fault after an alarm he will require access to the programming of the system.

Press **'YES'**

Use **'B & D'** keys to make your choice.

Press **'YES'**

After the engineer has finished on site, you may return this setting to '**NO**'.

## Block Remote Set

Your alarm system may be configured so that your alarm installation company or company manager can set or unset the system remotely via PC. Should you wish to block this access you can do so through this menu.

Press **'YES'**

Make your choice with the 'B' and 'D' keys.

This option is not available on the Euro ONE 28.

## Block UDL

If you wish that your alarm company can only dial into your system with their PC whilst their engineer is on site, this can be set up through the 'Block UDL' menu.

# Anti-Code Restore

Note, this item will ONLY appear if engineer restore is required and will appear first in the user menu

Your Alarm Receiving Centre or Alarm Installation Company may permit you to reset the system without an engineer present.

Press 'YES'

You will be required to quote this 6-digit code by telephone (advise them that the system is a Castle Euro-MERiDIAN). You will then be given a special code which will reset the system **for that one occasion only.**

Press 'YES'

After entering the correct anti-code you may continue using your system normally.

## User Programmable Functions

Persons holding **Manager codes** to *Euro*-MERiDIAN have access to the following programming options:

*Set Date & Time (page 28)*
*Change User Codes (page 31)*
*Change Mobile Telephone Numbers (page 38)*
*Allow Engineer Access (page 44)*
*Inhibit (omit) Zones from the system (page 29)*
*Allow Remote Set (page 45)*

To do so, press 'D' and enter your Manager PIN code or Tag.

Every **user** has access to the following programming options:

*Change his own code (page 31)*
*Allow Remote Set (page 45)*
*Allow Engineer Access (page 44)*

To do so, press 'D' and enter your User PIN code or Tag.

## Menu Exit

To exit from Manager Menu and return to normal mode.

Press 'YES'

If you wish to select any of the Manager Menu items again press the '**NO**' key until your choice is displayed (see page 32).

## Service Information

We are sure that you will be delighted with your *Euro*-MERiDIAN Alarm installation.

For your personal reference here is a record of the relevant service information.

| | |
|---|---|
| Service Company | |
| Date of Installation | Day Month Year |
| Site Reference | |
| 24hr Service Number | Tel: |
| Keyholders | Name Tel: |
| | Name Tel: |
| Panel Type | |
| Software Version | |
| Installed to Grade | (See below) |
| Environmental Class | 2 |

Euro-ONE panels are suitable for use in installations designed to meet the requirements of Grade 2, Euro-ONE$^{PLUS}$ and MSX upgraded panels meet the requirements of Grade 3.

External set/unset readers and access control readers meet the requirements of environmental class 4.

## User Codes

***Warning:*** This information should be removed from the manual and stored in a secure location.

*Photocopy this page if you have more users.*

| No. | Name | Type | Areas | Attributes | FlexiSet | Access Reader |
|---|---|---|---|---|---|---|
| 00 | John | Manager | ABCD | Set/Unset | NO | 1 2 8 |
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# Disclaimer

Euro-MERiDIAN includes the facility to send electronic signals to an Alarm Receiving Centre (ARC), and also to send SMS text messages to mobile telephones.

Alarm, etc. signals may be transmitted via a PSTN link, using a variety of formats, to suitable receiving equipment located at the premises of an independently operated Alarm Receiving Centre.

Provision is also made for the use of third-party device to transmit signals to an Alarm Receiving Centre by means of the PSTN, GSM, IP or other network.

The SMS facility uses a PSTN connection to a special SMS Centre, where the information is transferred to the GSM network for delivery to the client's designated mobile telephone(s).
The SMSC services are provided by GSM network operators or other reputable companies, whose operation is outside of the control or influence of Castle Care-Tech Ltd.

Castle Control Panels have an embedded premium rate telephone number that is used to contact a Castle host computer prior to commissioning, in order to download the SMSC details and appropriate call routing authorisation. The control panel will continue to contact this CHC at regular intervals, to verify the operation and update and confirm the routing information and authorisation as appropriate. The charge for this service is raised by the use of the "premium rate" telephone number. Please check with your installer for exact charges.

Whilst we will use our best endeavours to resolve any issues relating to these uses of equipment manufactured by us, Castle Care-Tech are in no way responsible for the operation of the PSTN or other transmission media, the Alarm Receiving Centre or the SMSC - or for the end-to-end security and delivery of information and messages involved.

| No | Areas | | | | | | | | Descriptions |
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